

## Device System Transactions: Family PACT

This section details the procedures for accessing and updating eligibility information for the Family PACT (Planning, Access, Care and Treatment) program using the Point of Service (POS) device. The Family PACT program provides family planning services for low-income men and women.

Current Medi-Cal providers can become Family PACT providers if they offer comprehensive family planning services (including education, counseling, and medical services) that are consistent with specified standards of care.

Family PACT providers may use the POS device to access and update Family PACT client eligibility information. While pharmacies and laboratories may not participate in Family PACT, they may use the POS device to verify Family PACT client eligibility.

Family PACT clients use a Health Access Programs (HAP) card to obtain Family PACT services. Providers use the HAP card to perform Family PACT transactions on the POS device. Providers should give a HAP card to clients who do not have a Benefits Identification Card (BIC) or who have a BIC but wish to keep their family planning services confidential from their partners, spouses, and/or parents. Consequently, a client may have both a BIC and a HAP card. However, only the HAP card is valid for Family PACT transactions. Clients who request confidentiality for Family PACT services and have a HAP card are responsible for giving the provider the HAP card for family planning services.

To maintain confidentiality, Medi-Cal keeps the client's BIC and HAP card information separate, allowing the client to use the HAP card for family planning services and the BIC for other Medi-Cal services. For more information about the BIC and HAP card, refer to the *Eligibility: Recipient Identification Cards* and *Health Access Programs* sections of the Medi-Cal Part 1 provider manual.

Family PACT transactions on the POS device allow you to:

- Activate Family PACT client identification numbers.
- Verify that the Family PACT information in the HAP database is current when Family PACT clients change or visit providers.
- Update Family PACT client data and eligibility status.
- Re-certify clients.
- Deactivate clients. Providers must specify the reason for deactivation.

If you have questions regarding the operation of the POS device, call the Telephone Service Center (TSC) at 1-800-541-5555 and select the option for POS/Internet inquiries.

If you have questions about Medi-Cal policy or billing Medi-Cal claims, refer to the appropriate section of the provider manual or call the TSC at 1-800-541-5555.

## device system fpact 2

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### Beginning a Transaction

Use the following two steps to begin any Family PACT transaction.

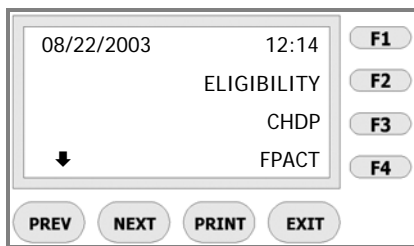


1. The first screen on the POS device is the Welcome screen. To get started, you may either swipe a BIC or a HAP card through the card reader, or press any key.

**Note:** You must swipe a HAP card or enter a HAP ID number to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

If you swipe a BIC or a HAP card, the client information coded on the magnetic stripe automatically displays in certain screens as you advance through the transaction. To accept the information, press <ENTER> when you reach the screen containing the information.

If you do not swipe a BIC or HAP card, you must type the requested information in each screen and press <ENTER>.



2. After swiping a BIC or HAP card or pressing any key, this screen or a similar screen displays. This is the Main Menu screen. Press the Function (F) key corresponding to FPACT. In this example, press <F4>. If the FPACT option is not displayed and you see the (↓) character on the screen, press <NEXT> until the FPACT option displays, then press the corresponding F-key.

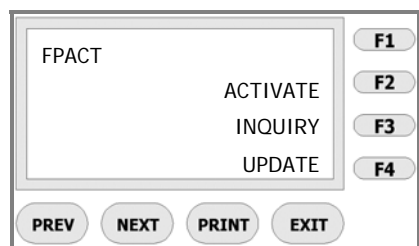
## Activation Transaction

To activate Family PACT clients using the POS device, instruct the client to fill out a *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461). Enter the data from the form into the POS device to determine Family PACT eligibility. Race and language codes are necessary to complete Family PACT eligibility and are included on the form. If the client is Medi-Cal eligible, enter the client ID number along with other client information into the POS device. The client ID number will be either the number from the BIC or the number from the HAP card. However, you must swipe a HAP card or enter a HAP ID number to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

There are two scenarios under which the client ID number is activated, as follows:

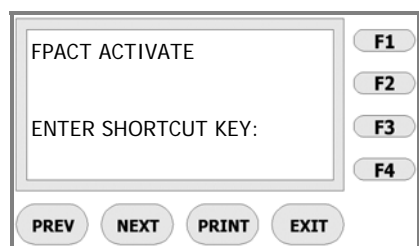
1. If the client only has a BIC, issue a HAP card to the client. Activate the number on the HAP card, but also enter the client's BIC ID number and issue date in the BIC ID screen and Issue Date screen, respectively.
2. If the client does not have a BIC, issue a HAP card to the client and activate the HAP card number. Bypass the BIC ID and Issue Date screens.

Once HAP card activation has taken place, the provider may print the activation information to verify that it is correct and to keep it on file.



### 1. FPACT Menu

After selecting FPACT from the Main Menu, the FPACT Menu displays. Select ACTIVATE by pressing the corresponding F-key. In this example, press <F2>.



### 2. Shortcut Key (optional)

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen. For more information about the shortcut key, refer to the *Device System Transactions* section of the *POS Device User Guide* for the VeriFone Omni 3300 device.

FPACT ACTIVATE

PROVIDER NUMBER:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

### 3. Provider Number (required)

If you entered a shortcut key in the previous step, this screen will automatically display your provider number; press <ENTER> to accept the displayed value. Otherwise, type your provider number and press <ENTER>.

FPACT ACTIVATE

PASSWORD: \*\*\*\*\*

F1 F2 F3 F4

PREV NEXT PRINT EXIT

### 4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.

FPACT ACTIVATE

CLIENT ID  
(HAP/BIC ID):

F1 F2 F3 F4

PREV NEXT PRINT EXIT

### 5. Client ID (required)

The POS device will prompt you to enter the client ID number. If the screen already displays the client ID number, press <ENTER> to accept the displayed value. Otherwise, type the client ID number and press <ENTER>.

If the client ID number for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID number, which is optional.

If the client ID number is obtained from the BIC, the device will skip to the Issue Date screen (step 7).

**Note:** You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

FPACT ACTIVATE

BIC ID:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

### 6. BIC ID (optional)

If you entered or accepted a HAP card number in step 5, the POS device will prompt you to enter the BIC ID number. If the Family PACT client has a BIC, type the BIC ID number and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

FPACT ACTIVATE

ISSUE DATE: YY-MM-DD

F1 F2 F3 F4

PREV NEXT PRINT EXIT

7. Issue Date (required if BIC ID number entered in previous step)

If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the Issue Date.

If you entered a BIC ID number in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YYMMDD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826".

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

FPACT ACTIVATE

YES (Y)  
NO (N)

CONFIDENTIAL: N

F1 F2 F3 F4

PREV NEXT PRINT EXIT

8. Confidentiality (required)

The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the value displayed, or type "Y" and press <ENTER>.

**Note:** Only type "Y" in this step if the client indicates on form DHS 4461 that the family planning services must be confidential.

FPACT ACTIVATE

CLIENT FIRST NAME:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

9. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

FPACT ACTIVATE

CLIENT MIDDLE NAME:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

10. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

FPACT ACTIVATE

CLIENT LAST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**11. Client Last Name (required)**

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.

FPACT ACTIVATE

CLIENT NAME SUFFIX:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**12. Client Name Suffix (optional)**

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

FPACT ACTIVATE

YES (Y)  
NO (N)

BIRTH NAME SAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**13. Birth Name Same (required)**

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 18). If you type "N", the device will display four additional screens (steps 14 – 17) for entering the client's birth name.

FPACT ACTIVATE

BIRTH FIRST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**14. Birth First Name (optional)**

If you entered "N" in step 13, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

15. Birth Middle Name (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

16. Birth Last Name (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.

17. Birth Name Suffix (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

18. Gender (required)

The POS device will prompt you to enter the client's gender. Type "M" (Male) or "F" (Female) and press <ENTER>. If you type "F" in this step, the device will display an additional screen, the Number of Births screen (step 22).

## device system fpact

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FPACT ACTIVATE

CLIENT ZIP CODE:  
#####-####

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 19. Client Zip Code (required)

The POS device will prompt you to enter the client's zip code. Type the client's zip code and press <ENTER>. You may enter five or nine digits in this screen.

FPACT ACTIVATE

CLIENT SSN:  
###-##-####

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 20. Client SSN (optional)

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.

FPACT ACTIVATE

MOTHER'S FIRST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 21. Mother's First Name (optional)

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

FPACT ACTIVATE

NUMBER OF BIRTHS:  
0

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 22. Number of Births (required if gender = F)

If you indicated "Female" in step 18, the POS device will prompt you for the number of births. The screen displays "0" by default. Press <ENTER> to accept the default value, or type the number of births and press <ENTER>.



The screenshot shows a screen titled 'FPACT ACTIVATE'. Below the title is a large text input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'COUNTY OF RESIDENCE:' is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**23. County of Residence (required)**

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as "34" for Sacramento county) and press <ENTER>.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled 'FPACT ACTIVATE'. Below the title is a large text input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'CLIENT BIRTH DATE:' is displayed, followed by the format 'CCYY-MM-DD'. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**24. Client Birth Date (required)**

The POS device will prompt you to enter the client's birth date. Type the birth date in the format CCYYMMDD and press <ENTER>.

For example, type "19860130" for January 30, 1986.

The screenshot shows a screen titled 'FPACT ACTIVATE'. Below the title is a large text input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'CA COUNTY OF BIRTH:' is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**25. CA County of Birth (required)**

The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as "34" for Sacramento county) and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 26) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 28) will be the next screen displayed.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled 'FPACT ACTIVATE'. Below the title is a large text input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'STATE OF BIRTH:' is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

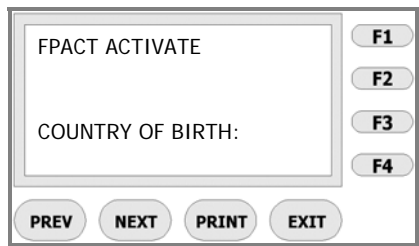
**26. State of Birth (required if CA County of Birth code = 99)**

If you typed "99" in step 25 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as "12" for Idaho) and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 27) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 28) will be the next screen displayed.

**Note:** State codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

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FPACT ACTIVATE

COUNTRY OF BIRTH:

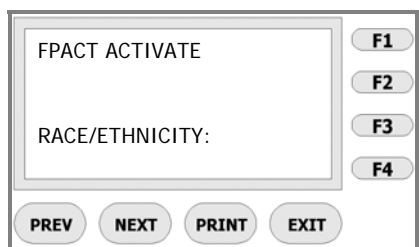
PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 27. Country of Birth (required if State of Birth code = 99)

If you typed "99" in step 26 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as "26" for South Korea) and press <ENTER>.

**Note:** Country codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



FPACT ACTIVATE

RACE/ETHNICITY:

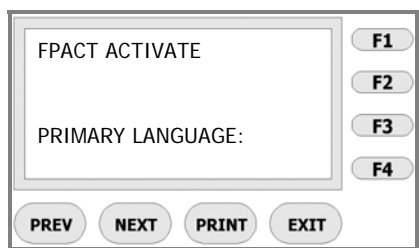
PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 28. Race/Ethnicity (required)

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

**Note:** Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).



FPACT ACTIVATE

PRIMARY LANGUAGE:

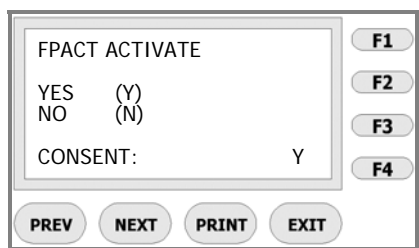
PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 29. Primary Language (required)

The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

**Note:** Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).



FPACT ACTIVATE

YES (Y)  
NO (N)

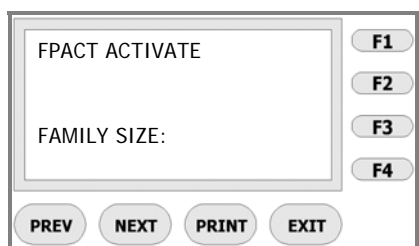
CONSENT: Y

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 30. Consent (required)

The POS device will prompt you to indicate whether the client consented to share family planning information. This screen displays "Y" (Yes) by default. If the client's consent was obtained, press <ENTER> to accept the default value. Otherwise, type "N" (No) and press <ENTER>.



FPACT ACTIVATE

FAMILY SIZE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 31. Family Size (required)

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHS 4461) and press <ENTER>. The family size must be greater than 0 and less than 20. This information is required to determine client eligibility.

FPACT ACTIVATE

FAMILY INCOME: \$

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**32. Family Income (required)**

The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits. This information is required to determine client eligibility.

FPACT ACTIVATE

CERTIFICATION DATE:  
CCYY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**33. Certification Date (required)**

The POS device will prompt you to enter the certification date. Type the certification date in the format CCYYMMDD and press <ENTER>.

The certification date cannot be earlier than the date of service; it is the certification date the provider enters on form DHS 4461.

FPACT ACT. SEND  
RE-EDIT

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**34. Send/Re-Edit Screen**

After all Activation screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Activation transaction. Continue at step 36.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 35.

FPACT ACTIVATE

PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

**35. Re-Edit**

If you pressed <F2> (RE-EDIT) in step 34, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Activation transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

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FPACT ACTIVATE

DIAL PRIMARY. . .

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT ACTIVATE

RECEIVING. . .

PREV NEXT PRINT EXIT

F1 F2 F3 F4

RESPONSE RECEIVED  
PRESS PRINT KEY TO  
GENERATE RECEIPT  
OR ANY KEY TO  
CONTINUE

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT ACTIVATE

ACTIVATE SUCCESSFUL  
LAST NAME: SMITH  
↓

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT ACTIVATE

ACTIVATE FAILED  
↓

PREV NEXT PRINT EXIT

F1 F2 F3 F4

36. Several screens display, including the screens at left, while the transaction is processing.

37. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.

38. Activate Successful

If the Activation transaction is successful, the response message will state "ACTIVATE SUCCESSFUL." Press <ENTER> to scroll through the provider mail until you reach the end of the message. When you have finished reviewing your provider mail, press <CANCEL> once to return to the FPACT Menu, or press <CANCEL> two times to return to the Main Menu.

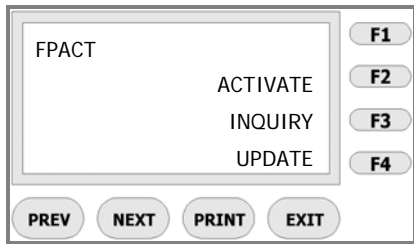
39. Activate Unsuccessful

If the Activation transaction is unsuccessful, the response message will state "ACTIVATE FAILED." Refer to "System Messages and Troubleshooting for Family PACT POS Device Transactions" at the end of this guide for more information.

Press <ENTER> to scroll through the provider mail until you reach the end of the message. When you have finished reviewing provider mail, press <CANCEL> once to return to the FPACT Menu, or press <CANCEL> two times to return to the Main Menu.

## Inquiry Transaction

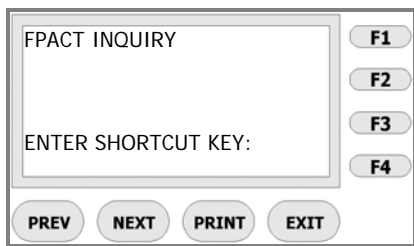
When a Family PACT client visits or changes a Family PACT provider, the Family PACT provider must verify that the client's information in the HAP database is current. To obtain this information, the Family PACT provider must submit a Family PACT Inquiry transaction.



The screen displays the title 'FPACT' at the top left. To the right of the title are four function keys: F1, F2, F3, and F4. Below the title, the options 'ACTIVATE', 'INQUIRY', and 'UPDATE' are listed. At the bottom of the screen are four buttons: 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

### 1. FPACT Menu

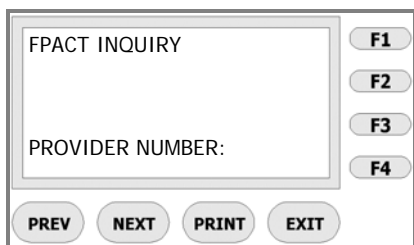
After selecting FPACT from the Main Menu, the FPACT Menu displays. Select INQUIRY by pressing the corresponding F-key. In this example, press <F3>.



The screen displays the title 'FPACT INQUIRY' at the top left. To the right of the title are four function keys: F1, F2, F3, and F4. Below the title, the prompt 'ENTER SHORTCUT KEY:' is displayed. At the bottom of the screen are four buttons: 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

### 2. Shortcut Key (optional)

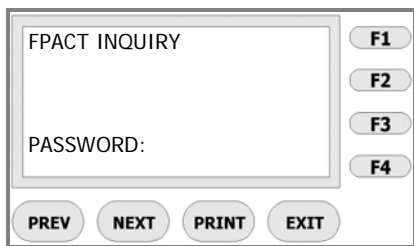
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen. For more information about the shortcut key, refer to the *Device System Transactions* section of this user guide.



The screen displays the title 'FPACT INQUIRY' at the top left. To the right of the title are four function keys: F1, F2, F3, and F4. Below the title, the prompt 'PROVIDER NUMBER:' is displayed. At the bottom of the screen are four buttons: 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

### 3. Provider Number (required)

If you entered a shortcut key in the previous step or if the provider number is retained from a previous transaction, this screen will automatically display your provider number; press <ENTER> to accept the displayed value. Otherwise, type your provider number and press <ENTER>.



The screen displays the title 'FPACT INQUIRY' at the top left. To the right of the title are four function keys: F1, F2, F3, and F4. Below the title, the prompt 'PASSWORD:' is displayed. At the bottom of the screen are four buttons: 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

### 4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.

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FPACT INQUIRY

CLIENT ID  
(HAP/BIC):

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 5. Client ID (required)

The POS device will prompt you to enter the client ID number. If the screen already displays the client ID number, press <ENTER> to accept the displayed value. Otherwise, type the client ID number and press <ENTER>.

If the client ID number for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID number, which is optional.

**Note:** You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

FPACT INQUIRY

BIC ID:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 6. BIC ID (optional)

If you entered or accepted a HAP card number in step 5, the POS device will prompt you to enter the BIC ID number. If the Family PACT client has a BIC, type the BIC ID number and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

FPACT INQUIRY

ISSUE DATE:  
YY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 7. Issue Date (required if BIC ID number entered in previous step)

If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID number in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YYMMDD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826".

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

FPACT INQUIRY

CLIENT BIRTH DATE:  
CCYY-MM-DD

PREV NEXT PRINT EXIT

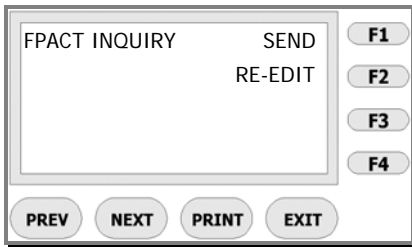
F1 F2 F3 F4

### 8. Client Birth Date (required)

The POS device will prompt you to enter the client's birth date. If the birth date is already displayed, press <ENTER> to accept it. Otherwise, type the birth date in the format CCYYMMDD and press <ENTER>.

For example, type "19860130" for January 30, 1986.

**Note:** The birth date must be on or before the transaction date.



FPACT INQUIRY      SEND  
RE-EDIT

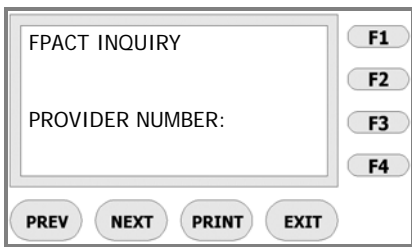
F1  
F2  
F3  
F4

PREV   NEXT   PRINT   EXIT

## 9. Send/Re-Edit Screen

After all Inquiry screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Inquiry transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.



FPACT INQUIRY

PROVIDER NUMBER:

F1  
F2  
F3  
F4

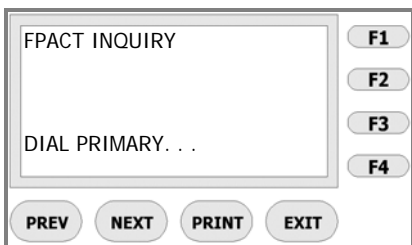
PREV   NEXT   PRINT   EXIT

## 10. Re-Edit

If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Inquiry transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



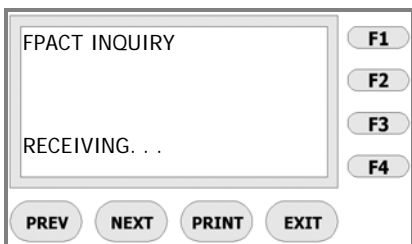
FPACT INQUIRY

DIAL PRIMARY. . .

F1  
F2  
F3  
F4

PREV   NEXT   PRINT   EXIT

## 11. Several screens display, including the screens at left, while the transaction is processing.



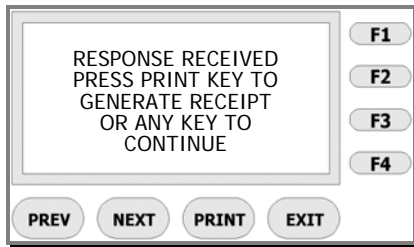
FPACT INQUIRY

RECEIVING. . .

F1  
F2  
F3  
F4

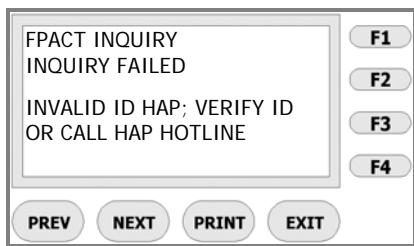
PREV   NEXT   PRINT   EXIT

## device system fpact 16



12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

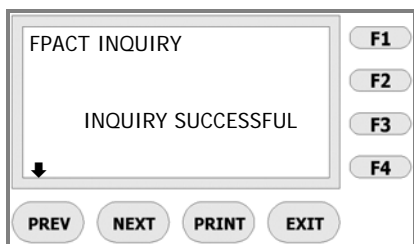
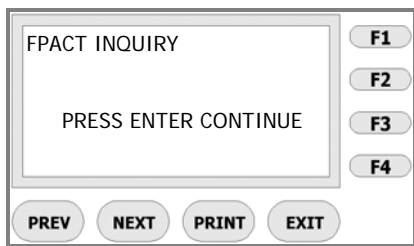
When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



13. Inquiry Unsuccessful

If the FPACT Inquiry transaction is unsuccessful, the response message will state "INQUIRY FAILED," followed by a free-form message. You can scroll through the message by pressing the <NEXT> and <PREV> keys.

Scroll to the end of the message, then press <ENTER> to return to the Send/Re-Edit screen.



14. Inquiry Successful

If the FPACT Inquiry transaction is successful, the response message will state "INQUIRY SUCCESSFUL."

Press <ENTER> to scroll through the provider mail. Press <ENTER> at the end of the provider mail to review the Inquiry response message.

The POS device will either allow you to begin an Inquiry-Update transaction (refer to "Family PACT Inquiry-Update Transaction" later in this section for instructions) or it will display a message indicating one of the following:

- Birth date modified. (Continue at step 15.)
- Client data returned. (Continue at step 16.)
- Client permanently deactivated. (Continue at step 17.)
- Client deactivated. Re-certify now. (Continue at step 18.)
- Past due for re-certification. Re-certify now. (Continue at step 18.)



FPACT INQUIRY

BIRTH DATE MODIFIED TO  
MATCH HAP FILE

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 15. Birth Date Modified to Match HAP File

If the birth date used to perform the Inquiry transaction does not match the client's birth date in the HAP database, the POS device will replace the birth date on the device with the birth date from the HAP database. The device will display a message indicating such.

Press <ENTER> to proceed.

FPACT INQUIRY

PRESS ENTER TO VIEW –  
YOU MAY CHANGE DATA

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 16. Client Family PACT Activated

If the client is currently activated, the device will return the client's Family PACT data. Press <ENTER> to view the data. You may update this data by typing a new entry in the appropriate screen and pressing <ENTER>. The new entry replaces the previous entry.

FPACT INQUIRY

PERM DEACTIVATED  
ONLY HAP CAN UPDATE

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 17. Client Permanently Deactivated

If the client has been permanently deactivated, the message "PERM DEACTIVATED" will display. Press <ENTER> to view the client's Family PACT data. You can scroll through the data by pressing the <NEXT> and <PREV> keys.

**Note:** You cannot re-certify permanently deactivated clients or change their Family PACT data.

FPACT INQUIRY

PRESS ENTER TO VIEW –  
YOU MAY NOT CHANGE DATA

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT INQUIRY  
 YES (Y)  
 NO (N)  
 PAST DUE FOR RECERT  
 RE-CERTIFY NOW:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 18. Client Requires Re-certification

If the client's one year of Family PACT eligibility has expired, or if the client has been non-permanently deactivated, the POS device will prompt you to re-certify the client.

In both cases, if you choose to re-certify the client, press <ENTER> to initiate a Recertification transaction. The client must fill out a new *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHS 4461)*. Use the new form to confirm or enter data in the Recertification transaction.

After pressing <ENTER>, the POS device will prompt you to complete a full eligibility review. Continue at step 19.

FPACT INQUIRY  
 CLIENT DEACTIVATED  
 YES (Y)  
 NO (N)  
 CERTIFY NOW:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT INQUIRY  
 PRESS ENTER TO VIEW –  
 YOU MAY NOT CHANGE  
 DATA

PREV NEXT PRINT EXIT

F1 F2 F3 F4

If you choose not to re-certify the client, type "N" (No). The device will return the client's Family PACT data. Press <ENTER> to view the data. You can scroll through the data by pressing the <NEXT> and <PREV> keys, but you cannot change the data.

FPACT INQUIRY  
 YES (Y)  
 NO (N)  
 FULL ELIG REVIEW REQD  
 PERFORM NOW:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 19. Perform Full Eligibility Review

Press <ENTER> to perform the full eligibility review. The POS device will begin an FPACT Inquiry-Recertification transaction. Refer to "Family PACT Inquiry-Recertification Transaction" later in this section.

FPACT INQUIRY  
 PRESS ENTER TO VIEW –  
 YOU MAY NOT CHANGE  
 DATA

PREV NEXT PRINT EXIT

F1 F2 F3 F4

If you choose not to perform the full eligibility review, type "N" (No). The device will return the client's Family PACT data. Press <ENTER> to view the data. You can scroll through the data by pressing the <NEXT> and <PREV> keys, but you cannot change the data.

## Family PACT Inquiry-Update Transaction

FPACT INQ-UPDATE

PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 1. Provider Number (required)

If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your provider number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT INQ-UPDATE

CLIENT ID (HAP/BIC ID):

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 2. Client ID (required)

The POS device will display the client ID number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT INQ-UPDATE

YES (Y)  
NO (N)

CONFIDENTIAL:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 3. Confidentiality (required)

The POS device will display the confidentiality data on file for this client. Press <ENTER> to accept the displayed data, or make any corrections and press <ENTER>.

**Note:** Only type "Y" in this step if the client indicates on form DHS 4461 that the family planning services must be confidential.

FPACT INQ-UPDATE

CLIENT FIRST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 4. Client First Name (optional)

The POS device will display the first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.

FPACT INQ-UPDATE

CLIENT MIDDLE NAME:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

5. Client Middle Name (optional)

The POS device will display the middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.

FPACT INQ-UPDATE

CLIENT LAST NAME:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

6. Client Last Name (required)

The POS device will display the last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.

FPACT INQ-UPDATE

CLIENT NAME SUFFIX:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

7. Client Name Suffix (optional)

The POS device will display the name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

FPACT INQ-UPDATE

YES (Y)  
NO (N)

BIRTH NAME SAME:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

8. Birth Name Same (required)

The POS device will display the birth-name-same indicator on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type or accept "Y," the device will skip to the Gender screen (step 13). If you type or accept "N," the device will display four additional screens (steps 9 – 12) regarding the client's birth name.

#### 9. Birth First Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.

#### 10. Birth Middle Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.

#### 11. Birth Last Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.

#### 12. Birth Name Suffix (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

#### 13. Gender (required)

The POS device displays the gender on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type "F" (Female) in this step, the device will display an additional screen, the Number of Births screen (step 17).

The screenshot shows a terminal window titled "FPACT INQ-UPDATE". Inside the window, the text "CLIENT ZIP CODE:" is followed by a masked input field "#####-####". To the right of the window are four function keys labeled F1, F2, F3, and F4. Below the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

14. Client Zip Code (required)

The POS device will display the zip code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter five or nine digits in this screen.

The screenshot shows a terminal window titled "FPACT INQ-UPDATE". Inside the window, the text "CLIENT SSN:" is followed by a masked input field "###-##-####". To the right of the window are four function keys labeled F1, F2, F3, and F4. Below the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

15. Client SSN (optional)

The POS device will display the Social Security Number (SSN) on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You must enter exactly nine digits in this screen.

The screenshot shows a terminal window titled "FPACT INQ-UPDATE". Inside the window, the text "MOTHER'S FIRST NAME:" is followed by a blank input field. To the right of the window are four function keys labeled F1, F2, F3, and F4. Below the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

16. Mother's First Name (optional)

The POS device will display the mother's first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.

The screenshot shows a terminal window titled "FPACT INQ-UPDATE". Inside the window, the text "NUMBER OF BIRTHS:" is followed by a blank input field. To the right of the window are four function keys labeled F1, F2, F3, and F4. Below the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

17. Number of Births (required if gender = F)

If you typed or accepted "F" in step 13 (Gender), the POS device will display the number of births on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

FPACT INQ-UPDATE

COUNTY OF RESIDENCE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 18. CA County of Residence (required)

The POS device will display the county of residence on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-UPDATE

CLIENT BIRTH DATE:  
CCYY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 19. Client Birth Date (required)

The POS device will display the birth date on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. The birth date must be in the format CCYYMMDD.

FPACT INQ-UPDATE

CA COUNTY OF BIRTH:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 20. CA County of Birth (required)

The POS device will display the county of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 21) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-UPDATE

STATE OF BIRTH:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

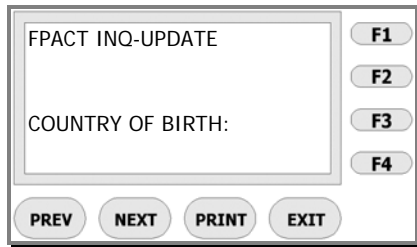
#### 21. State of Birth (required if CA County of Birth code = 99)

If you typed "99" in step 20 (CA County of Birth), the POS device will display the state of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 22) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

**Note:** State codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

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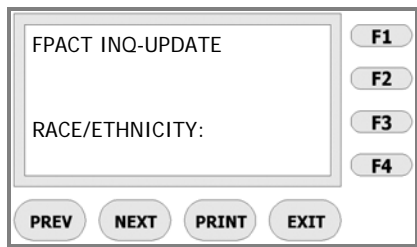


The screen displays 'FPACT INQ-UPDATE' at the top. Below it is a large empty box for data entry, followed by the label 'COUNTRY OF BIRTH:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

### 22. Country of Birth (required if State of Birth code = 99)

If you typed "99" in step 21 (State of Birth), the POS device will display the country of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Country codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

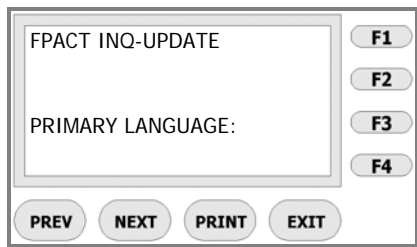


The screen displays 'FPACT INQ-UPDATE' at the top. Below it is a large empty box for data entry, followed by the label 'RACE/ETHNICITY:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

### 23. Race/Ethnicity (required)

The POS device will display the race/ethnicity code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).

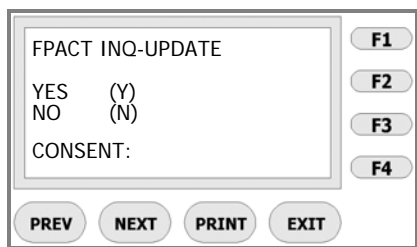


The screen displays 'FPACT INQ-UPDATE' at the top. Below it is a large empty box for data entry, followed by the label 'PRIMARY LANGUAGE:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

### 24. Primary Language Code (required)

The POS device will display the primary language code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).



The screen displays 'FPACT INQ-UPDATE' at the top. Below it, the text 'YES (Y)' and 'NO (N)' is shown. Below that is a large empty box for data entry, followed by the label 'CONSENT:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

### 25. Consent (required)

The POS device will display the consent data on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.



FPACT INQ-UPDATE

FAMILY SIZE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 26. Family Size (required)

The POS device will display the family size on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Family size is the total number of basic family unit members (from page 2 of form DHS 4461).

FPACT INQ-UPDATE

FAMILY INCOME: \$

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 27. Family Income (required)

The POS device will display the family income on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Use whole dollars only. The total gross monthly income is obtained from page 2 of form DHS 4461 and may be up to five digits.

FPACT INQ-UPDATE

CERTIFICATION DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 28. Certification Date (required)

The POS device will display the certification date in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT INQ-UPDATE

DEACTIVATION REASON:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 29. Deactivation Reason

The POS device will display the Deactivation Reason screen. No data entry is required or accepted. Press <ENTER> or <NEXT> to continue.

FPACT INQ-UPDATE

LAST UPDATE DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 30. Last Update Date

The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> to continue.

FPACT INQ-UPDATE      SEND      F1  
                                 RE-EDIT      F2  
                                 F3  
                                 F4  
PREV    NEXT    PRINT    EXIT

### 31. Send/Re-Edit Screen

After all Inquiry-Update screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Inquiry-Update transaction. Continue at step 33.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 32.

FPACT INQ-UPDATE      F1  
                                 F2  
PROVIDER NUMBER:      F3  
                                 F4  
PREV    NEXT    PRINT    EXIT

### 32. Re-Edit

If you pressed <F2> (RE-EDIT) in step 31, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Activation transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

FPACT INQ-UPDATE      F1  
                                 F2  
DIAL PRIMARY. . .      F3  
                                 F4  
PREV    NEXT    PRINT    EXIT

### 33. Several screens display, including the screens at left, while the transaction is processing.

FPACT INQ-UPDATE      F1  
                                 F2  
RECEIVING. . .      F3  
                                 F4  
PREV    NEXT    PRINT    EXIT

RESPONSE RECEIVED  
PRESS PRINT KEY TO  
GENERATE RECEIPT  
OR ANY KEY TO  
CONTINUE

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

34. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.

### Family PACT Inquiry- Recertification Transaction

The Inquiry-Recertification transaction allows providers to update the certification date and other client information. This transaction begins with a Family PACT Inquiry transaction. Once the Inquiry transaction reveals that the client requires re-certification, and you choose to re-certify the client, the following screens display.

FPACT INQ-RECERT

PROVIDER NUMBER:

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

1. Provider Number (required)

If you chose to re-certify a client after performing an FPACT Inquiry transaction, the POS device will initiate an Inquiry-Recertify transaction by displaying your provider number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT INQ-RECERT

CLIENT ID (HAP/BIC ID):

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

2. Client ID (required)

The POS device will display the client ID number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT INQ-RECERT

YES (Y)  
NO (N)

CONFIDENTIAL:

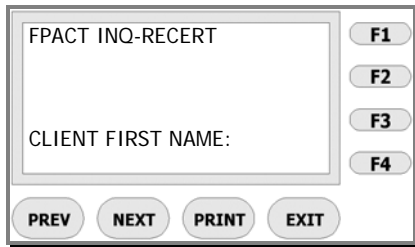
F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

3. Confidentiality (required)

The POS device will display the confidentiality data on file for this client. Press <ENTER> to accept the displayed data, or make any corrections and press <ENTER>.

**Note:** Only type "Y" in this step if the client indicates on form DHS 4461 that the family planning services must be confidential.



FPACT INQ-RECERT

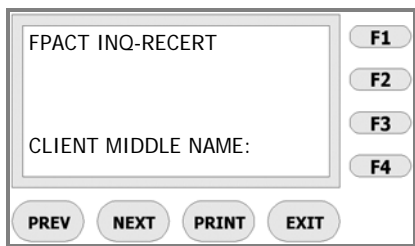
CLIENT FIRST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

4. Client First Name (optional)

The POS device will display the first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



FPACT INQ-RECERT

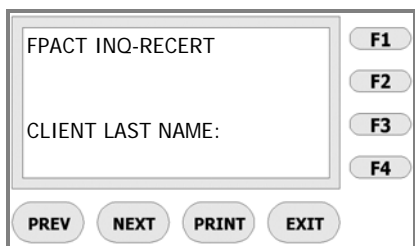
CLIENT MIDDLE NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

5. Client Middle Name (optional)

The POS device will display the middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.



FPACT INQ-RECERT

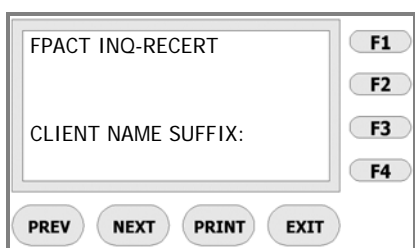
CLIENT LAST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

6. Client Last Name (required)

The POS device will display the last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.



FPACT INQ-RECERT

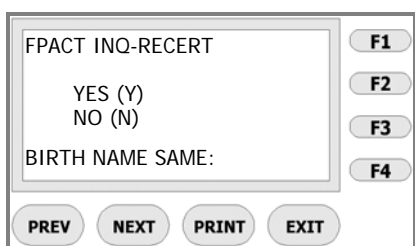
CLIENT NAME SUFFIX:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

7. Client Name Suffix (optional)

The POS device will display the name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



FPACT INQ-RECERT

YES (Y)  
NO (N)

BIRTH NAME SAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

8. Birth Name Same (required)

The POS device will display the birth-name-same indicator on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type or accept "Y," the device will skip to the Gender screen (step 13). If you type or accept "N," the device will display four additional screens (steps 9 – 12) regarding the client's birth name.

#### 9. Birth First Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.

#### 10. Birth Middle Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.

#### 11. Birth Last Name (optional)

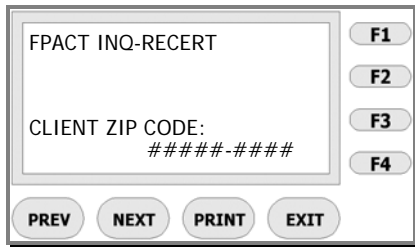
If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.

#### 12. Birth Name Suffix (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

#### 13. Gender (required)

The POS device displays the gender on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type "F" (Female) in this step, the device will display an additional screen, the Number of Births screen (step 17).



FPACT INQ-RECERT

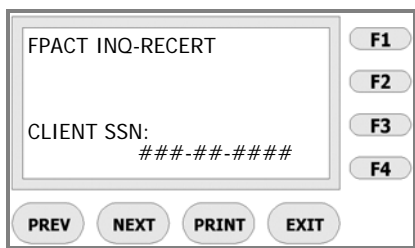
CLIENT ZIP CODE:  
#####-####

PREV NEXT PRINT EXIT

F1 F2 F3 F4

14. Client Zip Code (required)

The POS device will display the zip code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter five or nine digits in this screen.



FPACT INQ-RECERT

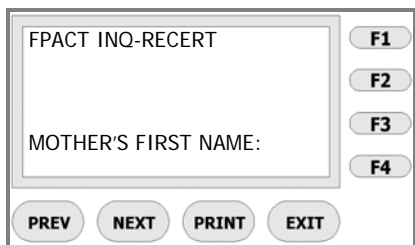
CLIENT SSN:  
###-##-####

PREV NEXT PRINT EXIT

F1 F2 F3 F4

15. Client SSN (optional)

The POS device will display the Social Security Number (SSN) on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You must enter exactly nine digits in this screen.



FPACT INQ-RECERT

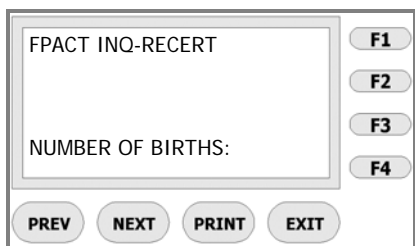
MOTHER'S FIRST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

16. Mother's First Name (optional)

The POS device will display the mother's first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



FPACT INQ-RECERT

NUMBER OF BIRTHS:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

17. Number of Births (required if gender = F)

If you typed or accepted "F" in step 13 (Gender), the POS device will display the number of births on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

FPACT INQ-RECERT

COUNTY OF RESIDENCE:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

#### 18. CA County of Residence (required)

The POS device will display the county of residence on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-RECERT

CLIENT BIRTH DATE:  
CCYY-MM-DD

F1 F2 F3 F4

PREV NEXT PRINT EXIT

#### 19. Client Birth Date (required)

The POS device will display the birth date on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. The birth date must be in the format CCYYMMDD.

FPACT INQ-RECERT

CA COUNTY OF BIRTH:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

#### 20. CA County of Birth (required)

The POS device will display the county of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 21) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-RECERT

STATE OF BIRTH:

F1 F2 F3 F4

PREV NEXT PRINT EXIT

#### 21. State of Birth (required if CA County of Birth code = 99)

If you typed "99" in step 20 (CA County of Birth), the POS device will display the state of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 22) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

**Note:** State codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-RECERT

COUNTRY OF BIRTH:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 22. Country of Birth (required if State of Birth code = 99)

If you typed "99" in step 21 (State of Birth), the POS device will display the country of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Country codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

FPACT INQ-RECERT

RACE/ETHNICITY:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 23. Race/Ethnicity (required)

The POS device will display the race/ethnicity code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).

FPACT INQ-RECERT

PRIMARY LANGUAGE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 24. Primary Language Code (required)

The POS device will display the primary language code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHS 4461).

FPACT INQ-RECERT

YES (Y)  
NO (N)

CONSENT:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 25. Consent (required)

The POS device will display the consent data on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

FPACT INQ-RECERT

FAMILY SIZE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 26. Family Size (required)

The POS device will display the family size on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Family size is the total number of basic family unit members (from page 2 of form DHS 4461).



FPACT INQ-RECERT

FAMILY INCOME: \$

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 27. Family Income (required)

The POS device will display the family income on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Use whole dollars only. The total gross monthly income is obtained from page 2 of form DHS 4461 and may be up to five digits.

FPACT INQ-RECERT

CERTIFICATION DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 28. Certification Date (required)

The POS device will prompt you to enter the certification date. Enter the certification date in the format CCYYMMDD.

The certification date can be up to one week after the date of service.

FPACT INQ-RECERT

DEACTIVATION REASON:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 29. Deactivation Reason

The POS device will display the Deactivation Reason screen. No data entry is required or accepted. Press <ENTER> or <NEXT> to continue.

FPACT INQ-RECERT

LAST UPDATE DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 30. Last Update Date

The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> to continue.

FPACT INQ-RECERT

SEND

RE-EDIT

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 31. Send/Re-Edit Screen

After all Inquiry-Recertification screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Inquiry-Recertification transaction. Continue at step 33.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 32.

FPACT INQ-RECERT

PROVIDER NUMBER:

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

**32. Re-Edit**

If you pressed <F2> (RE-EDIT) in step 31, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Inquiry-Recertification transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

FPACT INQ-RECERT

DIAL PRIMARY. . .

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

**33. Several screens display, including the screens at left, while the transaction is processing.**

FPACT INQ-RECERT

RECEIVING. . .

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

RESPONSE RECEIVED  
PRESS PRINT KEY TO  
GENERATE RECEIPT  
OR ANY KEY TO  
CONTINUE

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

**34. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.**

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.

FPACT INQ-RECERT

RECERTIFY SUCCESSFUL

↓

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 35. Recertification Successful

If the Inquiry-Recertification transaction is successful, the POS device will display the message "RECERTIFY SUCCESSFUL." Press <ENTER> to view any provider mail.

FPACT INQ-RECERT

RECERTIFY FAILED

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 36. Recertification Unsuccessful

If the Inquiry-Recertification transaction is unsuccessful, the POS device will display the message "RECERTIFY FAILED."

## Update Transaction

The Family PACT Update transaction allows Family PACT providers to modify Family PACT client information or re-certify or deactivate a Family PACT client.

**Note:** To deactivate a client, providers must indicate the reason for deactivation.

These functions are initiated through the Update option of the FPACT Menu.

FPACT

ACTIVATE

INQUIRY

UPDATE

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 1. FPACT Menu

After selecting FPACT from the Main Menu, the FPACT Menu displays. Select UPDATE by pressing the corresponding F-key. In this example, press <F4>.

All FPACT Update transactions begin with an inquiry portion.

FPACT UPDATE

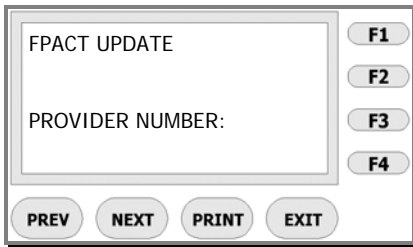
ENTER SHORTCUT KEY:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 2. Shortcut Key (optional)

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen. For more information about the shortcut key, refer to the *Device System Transactions* section of this user guide.



FPACT UPDATE

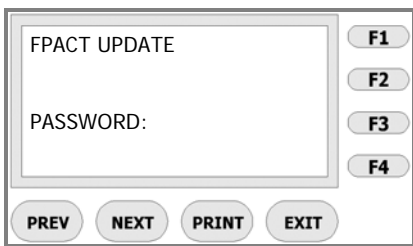
PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

3. Provider Number (required)

If you entered a shortcut key in the previous step or if the provider number is retained from a previous transaction, this screen will automatically display your provider number; press <ENTER> to accept the displayed value. Otherwise, type your provider number and press <ENTER>.



FPACT UPDATE

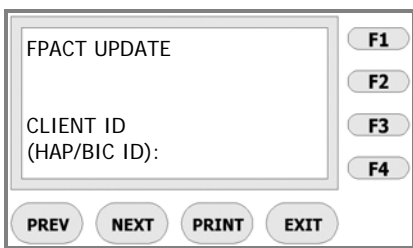
PASSWORD:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.



FPACT UPDATE

CLIENT ID  
(HAP/BIC ID):

PREV NEXT PRINT EXIT

F1 F2 F3 F4

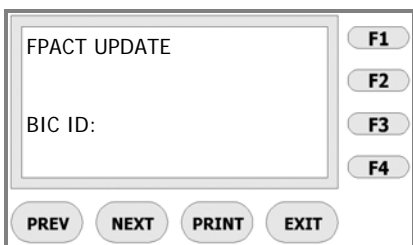
5. Client ID (required)

The POS device will prompt you to enter the client ID number. If the screen already displays the client ID number, press <ENTER> to accept the displayed value. Otherwise, type the client ID number and press <ENTER>.

If the client ID number for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID number, which is optional.

If the client ID number is obtained from the BIC, the device will skip to the Issue Date screen (step 7).

**Note:** You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



FPACT UPDATE

BIC ID:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

6. BIC ID (optional)

If you entered or accepted a HAP card number in step 5, the POS device will prompt you to enter the BIC ID number. If the Family PACT client has a BIC, type the BIC ID number and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

FPACT UPDATE

ISSUE DATE: YY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

7. Issue Date (required if BIC ID number entered in previous step)

If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID number in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YYMMDD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826".

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

FPACT UPDATE

CLIENT BIRTH DATE: CCYY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

8. Client Birth Date (required)

The POS device will prompt you to enter the client's birth date. Press <ENTER> to accept the date displayed on the screen or type the birth date in the format CCYYMMDD and press <ENTER>.

**Note:** The birth date must be on or before the transaction date.

FPACT UPDATE

SEND RE-EDIT

PREV NEXT PRINT EXIT

F1 F2 F3 F4

9. Send/Re-Edit Screen

After all screens of the inquiry portion of the Update transaction have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update-Inquiry transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.

FPACT UPDATE

PROVIDER NUMBER:

PREV NEXT PRINT EXIT

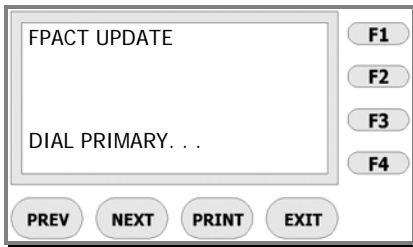
F1 F2 F3 F4

10. Re-Edit

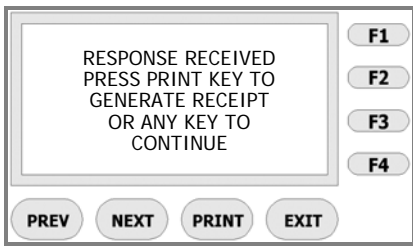
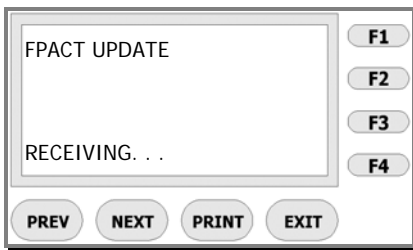
If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Update transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

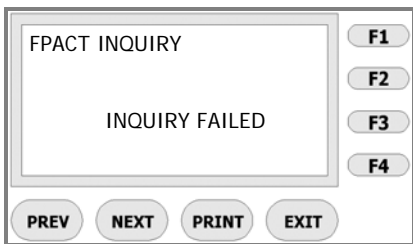


11. Several screens display, including the screens at left, while the transaction is processing.



12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



13. Update-Inquiry Unsuccessful

If the inquiry portion of the Update transaction is unsuccessful, the POS device will display the message "INQUIRY FAILED," followed by a free-form message. You can scroll through the message by pressing the <NEXT> or <PREV> keys. Scroll to the end of the message and press <ENTER> to return to the Send/Re-Edit screen.



14. Update-Inquiry Successful

If the inquiry portion of your Update transaction is successful, the POS device will display the message "INQUIRY SUCCESSFUL."

Press <NEXT> or <ENTER> to view provider mail. Press <ENTER> at the end of the provider mail to continue. The POS device will display the FPACT Update Menu screen (step 15).

FPACT UPDATE

UPDATE

RE-CERTIFY

DEACTIVATE

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 15. FPACT Update Menu

From the FPACT Update Menu screen, you can update the client's information, re-certify the client or deactivate the client.

To update the client's information, select UPDATE by pressing the corresponding F-key. In this example, press <F2>. If the client's data can be updated, the device will display your provider number. Proceed with the Update transaction at step 16. However, if the client requires re-certification, you will not be allowed to proceed with the Update transaction. The device will instead prompt you to first re-certify the client. If this occurs, type "Y" (Yes) and follow the instructions in "Update-Recertify Transaction" on a subsequent page of this guide.

To re-certify the client, select RE-CERTIFY on the FPACT Update Menu by pressing the corresponding F-key. In this example, press <F3>. Proceed with the instructions in "Update-Recertify Transaction" on a subsequent page of this section.

To deactivate the client, select DEACTIVATE on the FPACT Update Menu by pressing the corresponding F-key. In this example, press <F4>. Proceed with the instructions in "Update-Deactivate Transaction" on a subsequent page of this section.

FPACT UPDATE

YES (Y)

NO (N)

PAST DUE FOR RECERT

RE-CERTIFY NOW:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

FPACT UPDATE

PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 16. Provider Number (required)

The POS device will initiate the Update transaction by displaying your provider number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT UPDATE

CLIENT ID (HAP/BIC ID):

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 17. Client ID (required)

The POS device will display the client ID number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

The screenshot shows a terminal window titled "FPACT UPDATE". Inside the window, there is a text area containing "YES (Y)" and "NO (N)". Below this, the label "CONFIDENTIAL:" is followed by a blank space for input. To the right of the text area are four function keys labeled F1, F2, F3, and F4. At the bottom of the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

18. Confidentiality (required)

The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Only type "Y" in this step if the client indicates on form DHS 4461 that the family planning services must be confidential.

The screenshot shows a terminal window titled "FPACT UPDATE". Inside the window, the label "CLIENT FIRST NAME:" is followed by a blank space for input. To the right of the text area are four function keys labeled F1, F2, F3, and F4. At the bottom of the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

19. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER> or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

The screenshot shows a terminal window titled "FPACT UPDATE". Inside the window, the label "CLIENT MIDDLE NAME:" is followed by a blank space for input. To the right of the text area are four function keys labeled F1, F2, F3, and F4. At the bottom of the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

20. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER> or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

The screenshot shows a terminal window titled "FPACT UPDATE". Inside the window, the label "CLIENT LAST NAME:" is followed by a blank space for input. To the right of the text area are four function keys labeled F1, F2, F3, and F4. At the bottom of the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

21. Client Last Name (required)

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.

The screenshot shows a terminal window titled "FPACT UPDATE". Inside the window, the label "CLIENT NAME SUFFIX:" is followed by a blank space for input. To the right of the text area are four function keys labeled F1, F2, F3, and F4. At the bottom of the window are four buttons labeled PREV, NEXT, PRINT, and EXIT.

22. Client Name Suffix (optional)

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



### 23. Birth Name Same (required)

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 28). If you type "N", the device will display four additional screens (steps 24 – 27) for entering the client's birth name.

### 24. Birth First Name (optional)

If you entered "N" in step 23, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

### 25. Birth Middle Name (optional)

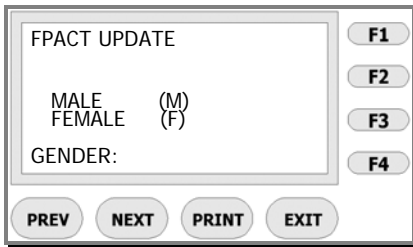
If you entered "N" in step 23, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

### 26. Birth Last Name (optional)

If you entered "N" in step 23, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.

### 27. Birth Name Suffix (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



FPACT UPDATE

MALE (M)  
FEMALE (F)

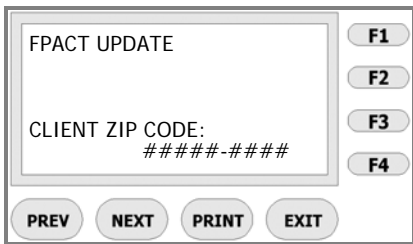
GENDER:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

**28. Gender (required)**

The POS device will prompt you to enter the client's gender. Press <ENTER> to accept the displayed value or type "M" (Male) or "F" (Female) and press <ENTER>. If you type "F" in this step, the device will display an additional screen, the Number of Births screen (step 32).



FPACT UPDATE

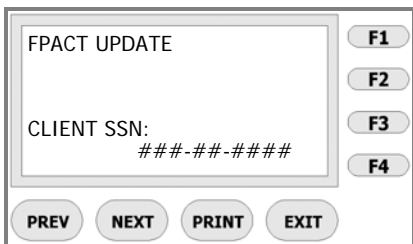
CLIENT ZIP CODE:  
#####-####

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

**29. Client Zip Code (required)**

The POS device will prompt you to enter the client's zip code. Type the client's zip code and press <ENTER>. You may enter five or nine digits in this screen.



FPACT UPDATE

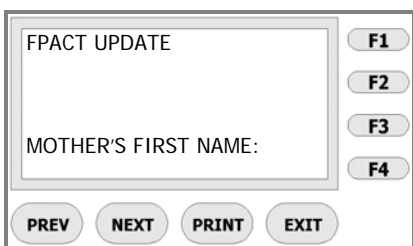
CLIENT SSN:  
###-##-####

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

**30. Client SSN (optional)**

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.



FPACT UPDATE

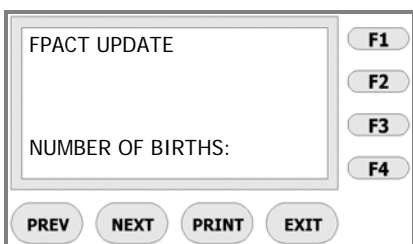
MOTHER'S FIRST NAME:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

**31. Mother's First Name (optional)**

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



FPACT UPDATE

NUMBER OF BIRTHS:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

**32. Number of Births (required if gender = F)**

If you indicated "Female" in step 28, the POS device will prompt you for the number of births. Type the number of births and press <ENTER>.

### 33. County of Residence (required)

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

### 34. Client Birth Date (required)

The POS device will prompt you to enter the client birth date. Press <ENTER> to accept the displayed date or type the birth date in the format CCYYMMDD and press <ENTER>.

For example, type “19860130” for January 30, 1986.

### 35. California County of Birth (required)

The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

If you type “99” (which indicates “unknown”), the State of Birth screen (step 36) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 38) will be the next screen displayed.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

### 36. State of Birth (required if CA County of Birth code = 99)

If you typed “99” in step 35 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as “12” for Idaho) and press <ENTER>.

If you type “99” (which indicates “unknown”), the Country of Birth screen (step 37) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 38) will be the next screen displayed.

**Note:** State codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

### 37. Country of Birth (required if State of Birth code = 99)

If you typed "99" in step 36 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as "26" for South Korea) and press <ENTER>.

**Note:** Country codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

### 38. Race/Ethnicity (required)

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

**Note:** Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form* (DHS 4461).

### 39. Primary Language (required)

The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

**Note:** Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form* (DHS 4461).

### 40. Consent (required)

The POS device will prompt you to indicate whether the client consented to share family planning information. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

### 41. Family Size (required)

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHS 4461) and press <ENTER>.

FPACT UPDATE

FAMILY INCOME: \$

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 42. Family Income (required)

The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits.

FPACT- UPDATE

CERTIFICATION DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 43. Certification Date (required)

The POS device will display the client's certification date in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT -UPDATE

DEACTIVATE REASON:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 44. Deactivate Reason

The POS device will display the Deactivate Reason screen. No data entry is required or accepted. Press <ENTER> or <NEXT> to continue.

FPACT -UPDATE

LAST UPDATE DATE:  
CCYY-MM-DD

PREV NEXT PRINT EXIT

F1 F2 F3 F4

#### 45. Last Update Date

The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT UPDATE

SEND  
RE-EDIT

PREV NEXT PRINT EXIT

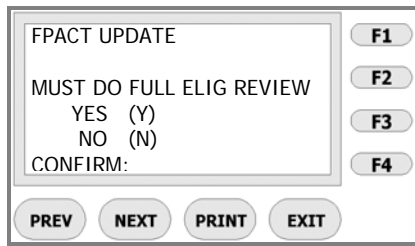
F1 F2 F3 F4

#### 46. Send/Re-Edit Screen

After all Update transaction screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update transaction.
- Press <F2> (RE-EDIT) to edit your entries.

## Update-Recertify Transaction



FPACT UPDATE

MUST DO FULL ELIG REVIEW  
YES (Y)  
NO (N)  
CONFIRM:

PREV NEXT PRINT EXIT

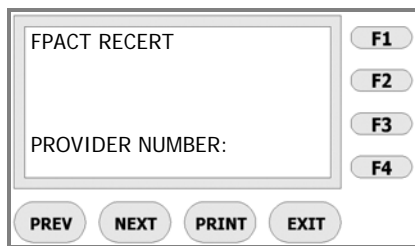
F1 F2 F3 F4

### 1. Full Eligibility Review

If you chose to re-certify a client after performing an FPACT Update-Inquiry transaction, the POS device will initiate an Update-Recertify transaction.

The POS device will remind you that you must complete a full eligibility review. Type "Y" (Yes) and press <ENTER> to confirm and begin the Update-Recertify transaction.

If you do not wish to complete a full eligibility review, type "N" (No) and press <ENTER>. The POS device will return you to the Provider Number screen (step 3) of the inquiry portion of the FPACT Update transaction, where you can review the client's data. You can scroll through the data by pressing the <NEXT> and <PREV> keys, but you cannot update the data or re-certify the client.



FPACT RECERT

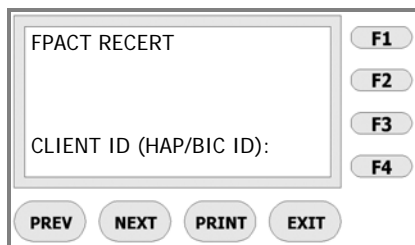
PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 2. Provider Number (required)

The POS device will display your provider number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.



FPACT RECERT

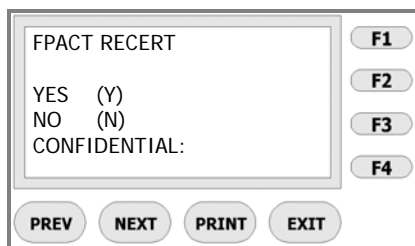
CLIENT ID (HAP/BIC ID):

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 3. Client ID (required)

The POS device will display the client ID number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.



FPACT RECERT

YES (Y)  
NO (N)  
CONFIDENTIAL:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

### 4. Confidentiality (required)

The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

**Note:** Only type "Y" in this step if the client indicates on form DHS 4461 that the family planning services must be confidential.

5. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

6. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

7. Client Last Name (required)

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.

8. Client Name Suffix (optional)

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

9. Birth Name Same (required)

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 14). If you type "N", the device will display four additional screens (steps 10 – 13) for entering the client's birth name.

FPACT RECERT

F1

F2

F3

F4

BIRTH FIRST NAME:

PREV NEXT PRINT EXIT

10. Birth First Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

FPACT RECERT

F1

F2

F3

F4

BIRTH MIDDLE NAME:

PREV NEXT PRINT EXIT

11. Birth Middle Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.

FPACT RECERT

F1

F2

F3

F4

BIRTH LAST NAME:

PREV NEXT PRINT EXIT

12. Birth Last Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.

FPACT RECERT

F1

F2

F3

F4

BIRTH NAME SUFFIX:

PREV NEXT PRINT EXIT

13. Birth Name Suffix (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

FPACT RECERT

F1

F2

F3

F4

MALE (M)

FEMALE (F)

GENDER:

PREV NEXT PRINT EXIT

14. Gender (required)

The POS device will prompt you to enter the client's gender. Press <ENTER> to accept the displayed value or type "M" (Male) or "F" (Female) and press <ENTER>. If you type "F" in this step, the device will display an additional screen, the Number of Births screen (step 18).



15. Client Zip Code (required)

The POS device will prompt you to enter the client's zip code. Type the client's zip code and press <ENTER>. You may enter five or nine digits in this screen.

16. Client SSN (optional)

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.

17. Mother's First Name (optional)

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.

18. Number of Births (required if gender = F)

If you indicated "Female" in step 14, the POS device will prompt you for the number of births. Type the number of births and press <ENTER>.

The screenshot shows a screen titled 'FPACT RECERT'. Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'COUNTY OF RESIDENCE:' is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**19. County of Residence (required)**

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled 'FPACT RECERT'. Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'CLIENT BIRTH DATE:' is displayed, followed by the format 'CCYY-MM-DD'. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**20. Client Birth Date (required)**

The POS device will prompt you to enter the client birth date. Press <ENTER> to accept the displayed date or type the birth date in the format CCYYMMDD and press <ENTER>.

For example, type “19860130” for January 30, 1986.

The screenshot shows a screen titled 'FPACT RECERT'. Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text 'CA COUNTY OF BIRTH:' is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**21. California County of Birth (required)**

The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

If you type “99” (which indicates “unknown”), the State of Birth screen (step 22) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 24) will be the next screen displayed.

**Note:** County codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled "FPACT RECERT". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text "STATE OF BIRTH:" is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**22. State of Birth (required if CA County of Birth code = 99)**

If you typed "99" in step 21 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as "12" for Idaho) and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 23) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 24) will be the next screen displayed.

**Note:** State codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled "FPACT RECERT". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text "COUNTRY OF BIRTH:" is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**23. Country of Birth (required if State of Birth code = 99)**

If you typed "99" in step 23 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as "26" for South Korea) and press <ENTER>.

**Note:** Country codes are listed in the *Family PACT: Client Eligibility Certification (CEC) Form Completion* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

The screenshot shows a screen titled "FPACT RECERT". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text "RACE/ETHNICITY:" is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**24. Race/Ethnicity (required)**

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

**Note:** Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form* (DHS 4461).

The screenshot shows a screen titled "FPACT RECERT". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field, the text "PRIMARY LANGUAGE:" is displayed. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**25. Primary Language (required)**

The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

**Note:** Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form* (DHS 4461).

The screen displays 'FPACT RECERT' at the top. Below it, there are two lines of text: 'YES (Y)' and 'NO (N)'. Underneath these is the label 'CONSENT:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**26. Consent (required)**

The POS device will prompt you to indicate whether the client consented to share family planning information. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

The screen displays 'FPACT RECERT' at the top. Below it is the label 'FAMILY SIZE:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**27. Family Size (required)**

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHS 4461) and press <ENTER>.

The screen displays 'FPACT RECERT' at the top. Below it is the label 'FAMILY INCOME:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**28. Family Income (required)**

The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits.

The screen displays 'FPACT RECERT' at the top. Below it is the label 'CERTIFICATION DATE:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**29. Certification Date (required)**

The POS device will prompt you to enter the client's certification date. Type the certification date and press <ENTER>.

The screen displays 'FPACT RECERT' at the top. Below it is the label 'DEACTIVATE REASON:'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

**30. Deactivate Reason**

The POS device will display the Deactivate Reason screen. No data entry is required or accepted. Press <ENTER> or <NEXT> to continue.

### 31. Last Update Date

The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

### 32. Send/Re-Edit Screen

After all Update-Recertify screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

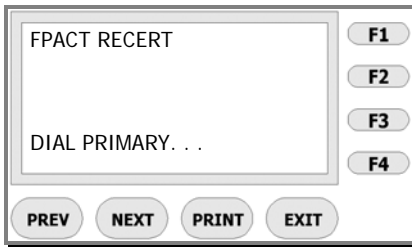
- Press <F1> (SEND) to submit your Update-Recertify transaction. Continue at step 34.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 33.

### 33. Re-Edit

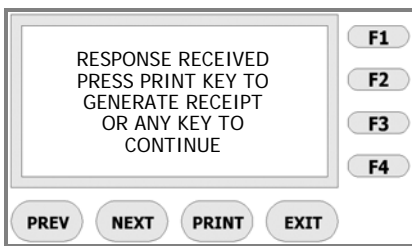
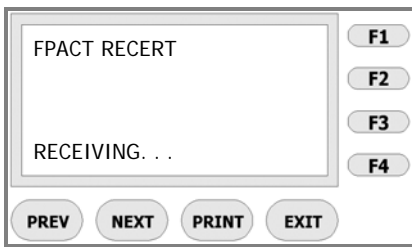
If you pressed <F2> (RE-EDIT) in step 32, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Update-Recertify transaction by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

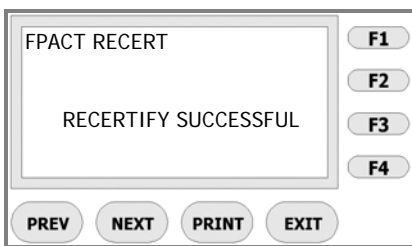


34. Several screens display, including the screens at left, while the transaction is processing.



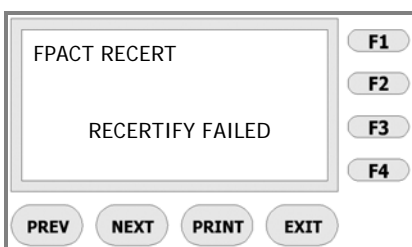
35. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



36. Recertification Successful

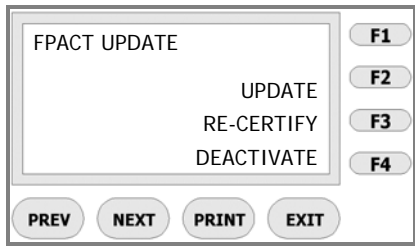
If the Update-Recertify transaction is successful, the POS device will display the message "RECERTIFY SUCCESSFUL."



37. Recertification Unsuccessful

If the Update-Recertify transaction is unsuccessful, the POS device will display the message "RECERTIFY FAILED."

## Update-Deactivate Transaction



FPACT UPDATE

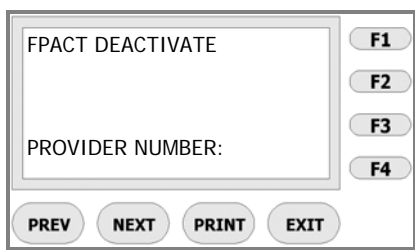
UPDATE  
RE-CERTIFY  
DEACTIVATE

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

### 1. FPACT Update Menu

An Update-Deactivate transaction begins with an Update-Inquiry transaction. A successful Update-Inquiry transaction will take you to the FPACT Update Menu. Select DEACTIVATE by pressing the corresponding F-key. In this example, press <F4>.



FPACT DEACTIVATE

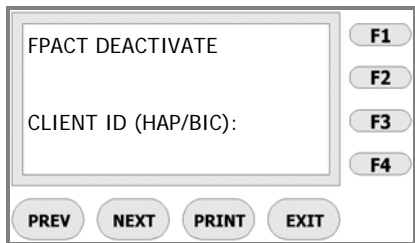
PROVIDER NUMBER:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

### 2. Provider Number (required)

The POS device will display your provider number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.



FPACT DEACTIVATE

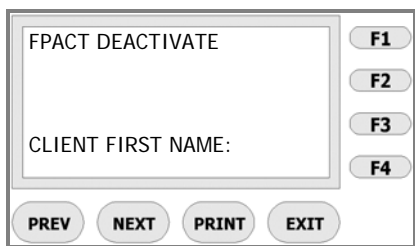
CLIENT ID (HAP/BIC):

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

### 3. Client ID (required)

The POS device will display the client ID number in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.



FPACT DEACTIVATE

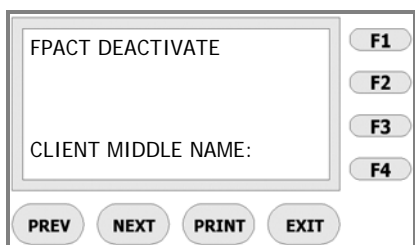
CLIENT FIRST NAME:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

### 4. Client First Name (optional)

The POS device will display the client's first name in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.



FPACT DEACTIVATE

CLIENT MIDDLE NAME:

PREV NEXT PRINT EXIT

F1  
F2  
F3  
F4

### 5. Client Middle Name (optional)

The POS device will display the client's middle name in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT DEACTIVATE

CLIENT LAST NAME:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

6. Client Last Name (required)

The POS device will display the client's last name in read-only mode. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT DEACTIVATE

DEACTIVATE DATE:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

7. Deactivate Date

The POS device will display the current date in this screen by default unless the client is already deactivated. If the client is already deactivated, the device will display the deactivated date. You cannot change this data. Press <ENTER> or <NEXT> to continue.

FPACT DEACTIVATE

DEACTIVATE REASON:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

8. Deactivate Reason

The POS device will prompt you to enter a deactivation reason code. Type the two-digit code and press <ENTER>.

**Note:** Deactivation reason codes are listed on subsequent page of this section.

FPACT DEACTIVATE      SEND

RE-EDIT

PREV NEXT PRINT EXIT

F1 F2 F3 F4

9. Send/Re-Edit Screen

After all Update-Deactivate screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Update-Deactivate transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.



#### 10. Re-Edit

If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the Provider Number screen. You can scroll through the screens of your Update-Deactivate transaction by pressing <NEXT> and <PREV>.

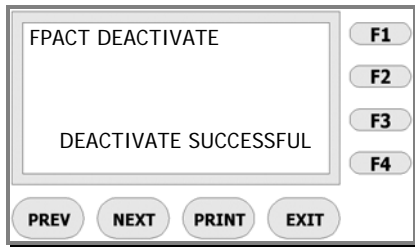
To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

#### 11. Several screens display, including the screens at left, while the transaction is processing.

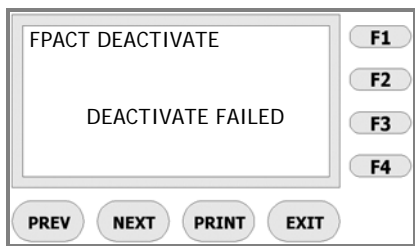
#### 12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



**13. Deactivation Successful**

If the Update-Deactivate transaction is successful, the POS device will display the message "DEACTIVATE SUCCESSFUL."



**14. Deactivation Unsuccessful**

If the Update-Deactivate transaction is unsuccessful, the POS device will display the message "DEACTIVATE FAILED."

**Deactivation Reason Codes**

<u>Code</u>	<u>Reason</u>
01	Not resident of California
02	Over 200 percent of poverty level
03	Sterilized, no longer contracepting
04	Health insurance coverage for family planning services
05	Full-scope Medi-Cal (does not have an unmet Share of Cost)
06	Permanent deactivation of HAP card (lost/stolen)
86	Office of Family Planning permanent deactivation
87	Office of Family Planning rescinded permanent deactivation

## System Messages and Troubleshooting for Family PACT POS Device Transactions

Message	Interpretation/Troubleshooting
(____) FIELD INVALID	You entered invalid information in the screen. Go to the screen in error and press <F1> (Help) for more information about what to enter in that screen.
BIRTH DATE MODIFIED TO MATCH HAP FILE	You entered an invalid birth date. If you attempt to verify eligibility with an invalid birth date, you will receive the message "No recorded eligibility." If you attempt to bill a claim with an invalid birth date, it will be denied. If a BIC is being used, the birth date must match the date on the face of the BIC. You may modify the birth date on the HAP file if a HAP card is being used.
CARD DEACTIVATED FOR FAMILY PACT; VERIFY ID OR RECERTIFY	You cannot activate a card that has been deactivated. You must re-certify. Verify that the number you are activating is correct.
FAMILY PACT ACTIVATION SUCCESSFUL FOR 9XXXXXXXXX . LAST NAME (____). FAMILY PACT ELIGIBLE. EVC# [THIS IS FOR HAP]	HAP number was activated for Family PACT. All Family PACT services are covered.
FAMILY PACT SYSTEM UNAVAILABLE	The system is temporarily unavailable. Visit the home page of the Medi-Cal Web site at <a href="http://www.medi-cal.ca.gov">www.medi-cal.ca.gov</a> to check for a POS system status message, or contact the TSC at 1-800-541-5555.
INVALID HAP; VERIFY ID OR CALL HAP HOTLINE	HAP ID number is not within the range of cards that have been printed. Verify that HAP ID is correct.
INVALID PROVIDER NUMBER	The provider number entered was not on file.
PROVIDER NOT CERTIFIED FOR SOFP	Providers must be certified as Family PACT providers and must be enrolled by the Medi-Cal Provider Enrollment Branch with a Category of Service of 11.
PROVIDER NOT VALID FOR CERT DATE	You cannot activate clients before the date you were enrolled in the Family PACT program.
XXXXXXXXXX IS ALREADY FAMILY PACT ACTIVE; VERIFY ID OR CALL HAP HOTLINE	The ID was already activated. This message sometimes displays after receiving a time-out on activation and then sending the activation again. Perform an FPACT Inquiry transaction to verify the information.
PAST DUE FOR RECERT – RECERT NOW? (Y/N)	The client ID has expired for Family PACT eligibility. If you receive this message and wish to modify data, you must complete the re-certification process with the client and indicate "Yes" in this prompt. If you indicate "No," you will be allowed to view the data but you will not be allowed to modify it.
RECIPIENT DEACTIVATED RECERTIFY NOW? (Y/N)	The client has been deactivated. You must complete the re-certification process if you need to update the Family PACT information.

Message	Interpretation/Troubleshooting
PERM DEACTIVATED ONLY HAP CAN UPDATE	The client has been permanently deactivated. You may view the client's Family PACT information, but you cannot update it or re-certify the client. If you have questions, call the Telephone Service Center (TSC) at 1-800-541-5555 and select the option for POS/Internet inquiries.
PLEASE CORRECT BIRTH DATE AND TRY AGAIN.	The birth date entered for an Update transaction is invalid. You can return to the Family PACT Menu and perform an Inquiry transaction to view the birth date on file. You are allowed to update the birth date for a HAP client if it is incorrect.
CARD EXPIRED FOR FAMILY PACT; VERIFY ID OR RECERTIFY.	The one-year period of eligibility has expired. Verify that the ID was entered correctly. Re-certification must be performed in order to renew the client's Family PACT eligibility.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START UPDATE OVER.	Once an Update transaction has been performed, you must return to the Family PACT Menu and choose INQUIRY or UPDATE again if you need to make additional changes. This ensures that you obtain the most current information.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START RECERT OVER.	Once a Recertification transaction has been performed, you must return to the Family PACT Menu and choose INQUIRY or UPDATE again if you need to make more changes. This ensures that you obtain the most current information.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START DEACT OVER.	Once a Deactivation transaction has been performed, you must return to the Family PACT Menu and choose INQUIRY or UPDATE again if you need to make more changes. This ensures that you obtain the most current information.
HAP NOT FAMILY PACT ACTIVE.	You are performing an Inquiry or Update transaction for a HAP ID that is not on file. Verify that the ID number was entered correctly.
CERTIFICATION DATE PRIOR TO DEACTIVATION DATE.	You cannot re-certify a deactivated client for a date that is before the deactivation date. The certification date must be after the deactivation date.